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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/633,250	07/31/2003	Charles Hymes	47524/P157US/IVLP	4797
29053 7590 07/17/2007 FULBRIGHT & JAWORSKI L.L.P 2200 ROSS AVENUE SUITE 2800 DALLAS, TX 75201-2784			EXAMINER OSBERG, THUY THANH	
			ART UNIT 2179	PAPER NUMBER
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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

<b>Office Action Summary</b>	<b>Application No.</b> 10/633,250	<b>Applicant(s)</b> HYMES ET AL.	
	<b>Examiner</b> Thuy Osberg	<b>Art Unit</b> 2179	

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --**

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 05/18/2007.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-29 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-29 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
     Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
     Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)                                | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                       | 5) <input type="checkbox"/> Notice of Informal Patent Application                       |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____  |

### DETAILED ACTION

1. This communication is responsive to amendment filed 05/18/2007 to the original application filed 17/31/2003. **This action is made Final.**
  - A. Claims 1-29 are pending in the application.
  - B. Claims 1-2, 7-9, 13-15, 20-21 and 24 were amended.
  - C. Claims 25-29 were newly added.

### *Claim Rejections - 35 USC § 102*

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

3. Claims 1-3, 5-10, 12-16 and 18-20 are rejected under 35 U.S.C. 102(b) as being anticipated by Sheldon et al. (US Patent 6,072,486), hereinafter "Sheldon".

*For the convenience of the Applicant, the Examiner has pointed out particular references contained in the prior arts of record in the body of this action. Although the specified citations are representation of the teachings in the art and are applied to the specific limitations within the individual claim, other passages and figures may apply as well. The Applicant should consider the entire reference(s) as applicable as to the limitations of the claims.*

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**As to claim 1**, Sheldon teaches a graphical user interface for displaying on an agent desktop in a contact center (col. 2, lines 29-42), comprising:

- a. a managed display having a task bar (fig. 7, label 310; col. 16, lines 19-23), wherein the task bar includes at least one managed application (fig. 7, label 310; col. 16, lines 19-23, includes "mail" which is a managed application; fig. 8D, label 630; fig. 4b, label 340d; col. 14, lines 61-66; col. 16, lines 42-44, that a application can be managed or non-managed);
- b. at least one icon corresponding to at least one managed application (fig. 7, label 310; col. 16, lines 19-23, includes "mail" which is a managed application and displays the "mail" icon; (fig. 4a, label 320; col. 14, lines 16-18); and
- c. a managed application display area (All figures, label 300) displaying the at least one managed application corresponding to the at least one icon (fig. 7, label 310; col. 16, lines 19-23, includes "mail" which is a managed application), wherein the at least one icon is selected according to a step of an automated workflow that guides the agent's handling of a contact (col. 8, lines 55-65; col. 11, lines 50-59; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44), and wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the managed application display area (col. 8, lines 23-25, 49-51, 55-65) when the at least one managed application is selected according to the step of the automated workflow (col. 8, lines 55-65; col. 11, lines 50-59; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44).

**As to claim 2**, Sheldon further teaches the managed application corresponding to the selected icon is displayed outside of the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18, that the user interface elements can be displayed anywhere on the screen).

**As to claim 3**, Sheldon further teaches a quick start bar, wherein the quick start bar includes at least one non-managed application (fig. 8D, label 630; fig. 9, label 630; col. 14, lines 61-66; col. 16, lines 42-44; col. 17, lines 38-41, that a application can be managed or non-managed).

**As to claim 5**, Sheldon further teaches the graphical user interface is displayed on the agent desktop having a display and an input device (fig. 1, labels 40, 42, 47, 53; col. 3, lines 25-28; col. 6, lines 1-10; col. 20, lines 61-64).

**As to claim 6**, Sheldon further teaches the input device is used to selectively input data in to any one of the at least one managed applications (fig. 19a, labels 600, 650; col. 5, lines 65-67; col. 6 lines 1-6, 44-48, that input data can be entered on user interface applications).

**As to claim 7**, Sheldon further teaches the agent selects any of the at least one icon, the corresponding managed application is displayed in the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18).

**As to claim 8**, Sheldon teaches a method of managing a visual space of a customer relations management application (col. 3, lines 25-27), the method comprising:

- a. displaying a managed display having a task bar, wherein the task bar includes at least one managed application (fig. 8D, label 630; fig. 4b, label 340d; col. 14, lines 61-66; col. 16, lines 42-44, that a application can be managed or non-managed);
- b. displaying at least one icon corresponding to each one of the at least one managed applications (fig. 4a, label 320; col. 14, lines 16-18); and

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c. displaying (a) an automated workflow that defines a plurality of steps for controlling the handling of a customer call, the automated workflow having at least one step corresponding to each one of the at least one icon (col. 8 lines 55-65; col. 11, lines 50-59; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44), wherein one of the at least one icon is selected according to the corresponding step of the workflow (fig. 20, label 1010; col. 21, lines 42-44), and the managed application corresponding to the selected shutter icon is displayed in a managed application display area (col. 21, lines 44-46), wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the managed application display area (col. 8, lines 23-25, 49-51, 55-65) when the at least one managed application is selected according to the at least one step of the automated workflow (col. 8 lines 55-65; col. 11, lines 50-59; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44).

**As to claim 9**, Sheldon further teaches the managed application corresponding to the selected shutter icon is displayed outside of the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18, that the user interface elements can be displayed anywhere on the screen).

**As to claim 10**, Sheldon further teaches displaying a quick start bar, wherein the quick start bar includes at least one non-managed application (fig. 8D, label 630; fig. 9, label 630; col. 14, lines 61-66; col. 16, lines 42-44; col. 17, lines 38-41, that a application can be managed or non-managed).

**As to claim 12**, Sheldon further teaches selectively inputting data in to any one of the at least one managed applications (fig. 19a, labels 600, 650; col. 5, lines 65-67; col. 6 lines 1-6, 44-48, that input data can be entered on user interface applications).

**As to claim 13**, Sheldon further teaches selecting any of the at least one icon thereby displaying the corresponding managed application in the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18).

**As to claim 14**, Sheldon teaches in a system (fig. 1) having:

a central processor (fig. 1, label 21, col. 5, line 40), a display (fig. 1, label 47; col. 6, line 10), a memory (fig. 1, label 22; col. 5, line 41) and an input device (fig. 1, labels 40, 42; col. 6, lines 2-6), a graphical user interface for displaying an agent desktop in a contact center (col. 2, lines 29-34), comprising:

- a. a managed display having a task bar, wherein the task bar includes at least one managed application (fig. 8D, label 630; fig. 4b, label 340d; col. 14, lines 61-66; col. 16, lines 42-44, that a application can be managed or non-managed);
- b. at least one icon corresponding to each one of the at least one managed applications (fig. 4a, label 320; col. 14, lines 16-18); and
- c. [[a]] an automated workflow defining a plurality of steps for controlling the agent's handling of a contact and having at least one step corresponding to each one of the at least one shutter icons (col. 8, lines 55-65; col. 11, lines 50-59; col. 18, lines 29-36; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44;), wherein one of the at least one icon is selected according to the corresponding step of the automated workflow (col. 8, lines 55-65; col. 11, lines 50-59; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44; col. 8, lines 55-65; col. 11, lines 50-59; fig. 20, label

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1010; col. 21, lines 42-44), and the managed application corresponding to the selected icon is displayed in a managed application display area (col. 21, lines 44-46), wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the managed application display area (col. 8, lines 23-25, 49-51, 55-65) when the at least one managed application is selected according to the at least one step of the automated workflow (col. 8, lines 55-65; col. 11, lines 50-59; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44).

**As to claim 15**, Sheldon further teaches the managed application corresponding to the selected icon is displayed outside of the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18, that the user interface elements can be displayed anywhere on the screen).

**As to claim 16**, Sheldon further teaches a quick start bar, wherein the quick start bar includes at least one non-managed application (fig. 8D, label 630; fig. 9, label 630; col. 14, lines 61-66; col. 16, lines 42-44; col. 17, lines 38-41, that a application can be managed or non-managed).

**As to claim 18**, Sheldon further teaches the graphical user interface is displayed on the agent desktop having a display and an input device (fig. 1, labels 40, 42, 47, 53; col. 3, lines 25-28; col. 6, lines 1-10; col. 20, lines 61-64).

**As to claim 19**, Sheldon further teaches the input device is used to selectively input data into any one of the at least one managed applications (fig. 19a, labels 600, 650; col. 5, lines 65-67; col. 6 lines 1-6, 44-48, that input data can be entered on user interface applications).

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**As to claim 20**, Sheldon further teaches the agent selects any of the at least one icon, the corresponding managed application is displayed in the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18).

***Claim Rejections - 35 USC § 103***

**4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:**

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

**5. Claims 4, 11 and 17 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sheldon in view of Shafron (US Pub 2006/0136843).**

**As to claims 4, 11 and 17**, Sheldon does not teach a contact center control panel illustrating current contact information.

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However, Shafron teaches a contact center control panel illustrating current contact information (fig. 4, labels, 20, 40; par [0099], lines 8-10; par [0102], that address book is a control panel (window) that contains contact information that can be retrieved to display the current information). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Sheldon by teach a contact center control panel illustrating current contact information as taught by Shafron in order to provide the ability to access more information from internet faster and conveniently (Shafron: par [0011], lines 11-15).

**6. Claims 21-25 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sheldon in view of Shafron and further in view of Lee et al. (US Patent 7,167,899), hereinafter "Lee".**

**As to claim 21,** Sheldon teaches a graphical user interface for displaying on an agent's desktop in a contact center (col. 2, lines 29-34), comprising:

- a. a quick start bar, wherein the quick start bar includes at least one non-managed application (fig. 8D, label 630; fig. 9, label 630; col. 14, lines 61-66; col. 16, lines 42-44; col. 17, lines 38-41, that a application can be managed or non-managed);
- c. a managed display having a task bar, wherein the task bar includes at least one managed application (fig. 8D, label 630; fig. 4b, label 340d; col. 14, lines 61-66; col. 16, lines 42-44, that a application can be managed or non-managed);
- d. at least one shutter icon corresponding to each one of the at least one managed applications (fig. 4a, label 320; col. 14, lines 16-18);

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e. a managed application display area (col. 21, lines 44-46), wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the managed application display area (col. 8, lines 23-25, 49-51, 55-65); and

f. [[a]] an automated workflow defining a plurality of steps for controlling the agent's handling of the current contact and having at least one step corresponding to each one of the at least one icon (col. 8, lines 55-65; col. 11, lines 50-59; col. 18, lines 29-36; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44), wherein one of the at least one icon is selected according to the corresponding step of the automated workflow (fig. 20, label 1010; col. 21, lines 42-44) and the type of call indicated by the contact center control panel, and the managed application corresponding to the selected shutter icon is displayed in the managed application display area (col. 21, lines 44-46), further wherein the managed application corresponding to the selected icon is selectively displayed outside of the managed display area (col. 3, lines 25-28; col. 14, lines 16-18, that the user interface elements can be displayed anywhere on the screen).

Sheldon does not teach a contact center control panel illustrating current contact information, wherein the information indicates a type of call placed by the current contact to the contact center.

However, Shafron teaches a contact center control panel illustrating current contact information (fig. 4, labels, 20, 40; par [0099], lines 8-10; par [0102], that address book is a control panel (window) that contains contact information that can be retrieved to display the current information).

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Sheldon by having a contact center control panel illustrating current contact information, wherein the information indicates a type of call placed by the current

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contact to the contact center as taught by Shafron in order to provide the ability to access more information from internet faster and conveniently along with identifying the type of calls associated with a person/object and placing them in a priority queue for distribution (Shafron: par.[0011], lines 11-15).

Sheldon and Shafron do not teach the information indicates a type of call placed by the current contact to the contact center.

However, Lee teaches the information indicates a type of call placed by the current contact to the contact center (col. 10, lines 31-43).

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Sheldon and Shafron by having the information indicates a type of call placed by the current contact to the contact center as taught by Lee in order to provide the ability to access more information from internet faster and conveniently along with identifying the type of calls and placing them in a priority queue for distribution (Shafron: par [0011], lines 11-15).

**As claim 22**, Sheldon further the graphical user interface is displayed on the agent desktop having a display and an input device (fig. 1, labels 40, 42, 47, 53; col. 3, lines 25-28; col. 6, lines 1-10; col. 20, lines 61-64).

**As claim 23**, Sheldon further teaches The graphical user interface as claimed in claim 22 wherein the input device is used to selectively input data in to any one of the at least one managed applications (fig. 19a, labels 600, 650; col. 5, lines 65-67; col. 6 lines 1-6, 44-48, that

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input data can be entered on user interface applications).

**As to claim 24**, Sheldon further teaches the agent selects any of the at least one icon, the corresponding managed application is displayed in the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18).

**As to claim 25 (new)**, Sheldon teaches a graphical user interface (col. 2, lines 29-42).

Sheldon and Shafron do not teach the type of call is selected from the group consisting of: voice, e-mail, web collaboration, and chat.

However Lee teaches wherein the type of call is selected from the group consisting of: voice, e-mail, web collaboration, and chat (col. 10, lines 31-43).

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Sheldon and Shafron by teaching the selection of a type of call selected from a group consisting of; voice, e-mail, web collaboration and chat as taught be Lee in order to provide the ability to queue a call to the appropriate area enhancing the ability to defer the call to the appropriate display area (Lee: col. 1, lines 16-21).

**7. Claims 26-29 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sheldon in view of Lee.**

**As to claim 26 (new)**, Sheldon teaches a method for managing a graphical user interface of an agent's desktop in a contact center (col. 2, lines 29-42; col. 3, lines 25-27), the method comprising:

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automatically re-configuring the appearance of the graphical user interface as the agent follows steps of a pre-programmed call handling workflow (fig 11; fig 12; col. 18, lines 29-36).

Sheldon does not teach receiving a call at the contact center, the having one of a plurality of media types; automatically opening one or more applications on the agent's desktop suitable for aiding the agent in handling the call depending, at least in part, upon the one media type.

However Lee teaches receiving a call at the contact center, having one of a plurality of media types (col. 10, lines 31-43); automatically opening one or more applications on the agent's desktop suitable for aiding the agent in handling the call depending (col. 9, lines 15-19 and 43-51), at least in part, upon the one media type (col. 10, lines 31-43).

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Sheldon by receiving a call at the contact center, the having one of a plurality of media types; automatically opening one or more applications on the agent's desktop suitable for aiding the agent in handling the call depending at least in part, upon the one media type as taught be Lee in order to provide the ability to queue a call to the appropriate area enhancing and invoking an application to handle the call providing enhanced capability to handle multiple type of media (calls) (Lee: col. 1, lines 16-21)).

**As to claim 27 (new)**, Sheldon further teaches wherein automatically re-configuring comprises automatically re-sizing one or more applications, at least in part, as a function of a number of simultaneously open applications (fig 11; fig 12; col. 18, lines 29-36).

**As to claim 28** (new), Sheldon teaches wherein automatically re-configuring comprises automatically closing one or more applications as the agent follows the steps of the pre-programmed call handling workflow (fig 11; fig 12; col. 18, lines 29-36).

**As to claim 29** (new), Sheldon teaches a graphical user interface (col. 2, lines 29-42).

Sheldon does not teach the one of the plurality of media types is selected from the group consisting of voice, e-mail, web collaboration, and chat.

However Lee teaches the one of the plurality of media types is selected from the group consisting of: voice, e-mail, web collaboration, and chat (col. 10, lines 31-43).

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Sheldon by teaching the selection of a type of call selected from a group consisting of; voice, e-mail, web collaboration and chat as taught be Lee in order to provide the ability to queue a call to the appropriate area enhancing the ability to defer the call to the appropriate display area (Lee: col. 1, lines 16-21).

### ***Response to Arguments***

8. Applicant's arguments filed 05/18/2007 have been fully considered but they are not persuasive. Therefore, rejected to claims 1-29 is maintained.

**a. Applicant argues that** Sheldon does not teach every statement recited in claim 1, which recites "a managed application display area displaying the at least one managed application corresponding to the at least one icon, wherein the at least one icon is selected according to a step of an automated workflow that guides the agent's handling of a contact".

**In response, Examiner is not persuaded respectfully submits that** Sheldon explicitly teaches a managed application display area (All figures, label 300) displaying the at least one managed application corresponding to the at least one icon (fig. 7, label 310; col. 16, lines 19-23, includes "mail" which is a managed application), wherein the at least one icon is selected according to a step of an automated workflow that guides the agent's handling of a contact (col. 8, lines 55-65; col. 11, lines 50-59; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44). Therefore claims 1, 3, 5 and 7 are not allowable over Sheldon.

**b. Applicant argues that** Sheldon does not teach this feature "displaying an automated workflow that defines a plurality of steps for controlling the handling of a customer call".

**In response, Examiner is not persuaded respectfully submits that** Sheldon teaches directly "displaying an automated workflow that defines a plurality of steps for controlling the handling of a customer call (col. 8, lines 55-65; col. 11, lines 50-59; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44)". Therefore claims 8-10, 12-16 and 18-20 are not allowable over Sheldon.

**c. Applicant argues the combination of Sheldon with Shafron** does not teach or suggest every element recited in independent claim 21, as amended, recites "a contact center control panel illustrating current contact information, wherein the information indicates a type of call placed by the current contact to the contact center". Moreover, independent claim 21, as amended, also recites: "an automated workflow defining a plurality of steps for controlling the agent's handling of the current contact and having at least one step corresponding to each one of the at least one icon, wherein one of the at least one icon is selected according to the corresponding step of the workflow and the type of call indicated by the contact center control panel".

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**In response, Examiner is not persuaded respectfully submits that** the combination of Sheldon, with an additional reference from Lee directly and explicitly teach "a contact center control panel illustrating current contact information (fig. 4, labels, 20, 40; par [0099], lines 8-10; par [0102], that address book is a control panel (window) that contains contact information that can be retrieved to display the current information), wherein the information indicates a type of call placed by the current contact to the contact center (col. 10, lines 31-43)". Moreover, independent claim 21, as amended, also recites: "an automated workflow defining a plurality of steps for controlling the agent's handling of the current contact (col. 8, lines 55-65; col. 11, lines 50-59; fig. 21, col. 20) and having at least one step corresponding to each one of the at least one icon (col. 8, lines 55-65; col. 11, lines 50-59; fig. 21, col. 20), wherein one of the at least one icon is selected according to the corresponding step of the workflow and the type of call indicated by the contact center control panel (col. 8, lines 55-65; col. 11, lines 50-59; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44; col. 8, lines 55-65; col. 11, lines 50-59; fig. 21, col. 20, lines 60-64; col. 21, lines 42-44)". Therefore claims 8-10, 12-16 and 18-20 are not allowable over Sheldon. Therefore claims 4, 11, 17 and 21-24 are not allowable over Sheldon, Shafron and Lee..

**d. Applicant argues that new claims 25- 29 are in immediate condition for allowance.**

**In response, Examiner is not persuaded respectfully submits that** the additional claims are not in a condition for allowance, based on the rejections stated about in claims 25-29.

*Conclusion*

9. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

10. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thuy Osberg whose telephone number is 571-270-1258. The examiner can normally be reached on Monday-Friday (8:30AM-5:00PM).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Weilun Lo can be reached on 571-272-4847. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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TTO



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